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SIPDIS

FAA FOR CORNELIA HUNTER, CJ COLLINS AND JENNIFER FANGMAN

E.O. 12958: N/A

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SUBJECT: SAFE SKIES; FEEDBACK FROM KENYANS ON FAA TRAINING COURSES

1. Summary: Five managers and one technician from the Kenya Civil Aviation Authority (KCAA) and Kenya Airport Authority (KAA) whom FAA sent to training courses in August praised the classes and said they would strive to use the information to improve management, both of security and more widely within their agencies. KCAA DG Kuto assured Emboffs the agencies are developing incentives and commitments to ensure retention of trainees. The FAA training under the Safe Skies Initiative should contribute significantly to improvements in civil aviation security and safety in Kenya. Emboffs will check back with trainees in early 2006 for a progress report. End Summary.

2. In response to a proposal from Embassy, KCAA official Cornel Oguya arranged a meeting for EconOff Fleitman and DHS Jones with KCAA and KAA officials recently returned from FAA training courses to provide feedback on the classes and their plans for implementing the training in their agencies. KCAA Human Resources Manager Grace Okungu, KCAA Aviation Security Manager Victor Mbithi, and KAA's airport security managers Machio Harrison, Evans Achochi and John Kirarei attended the August 18-31 session of the Advanced Manager Training (Course 10002) at the FAA's Center for Management and Executive Leadership (CMEL) in Palm Coast, Florida. John Nyamu attended the August 22-26 ILS Light Inspection for Airways Facilities (Course 43854) in Oklahoma City. KAA Management Training and Development Director Mary Gachochu and other officials also attended.

3. KCAA Director General Kuto opened the meeting by expressing gratitude for the valuable training resources FAA was providing under the Safe Skies program and noting that the trainees had found the courses very good. He strongly regretted the subsequent resignations of some other previous training recipients, noting both the loss of valuable FAA resources, and the disruption to KCAA. He said that KCAA was developing both retention incentives and binding agreements to prevent future losses.

4. All of the management trainees praised the content and training procedures used in the course, noting that previous training had focused entirely on technical security issues. Kirarei found the practical demonstrations and interaction with colleagues from other countries especially useful. Harrison asked for longer courses and additional specialized instructors that would provide more in-depth, detailed information. Seeing a large foreign airport operation was an eye-opening experience for the class. After discussion, the group agreed that in order to make future courses even more relevant, trainees and management would review the course outline and provide some suggestions or case studies for discussion. All agreed they need to develop means to sustain improvements in performance that come after a security lapse was noted and corrected.

5. Okungu said the training came at the right time in KCAA's development of management systems in an independent agency, and fit perfectly into the strategic plan. With many more managers needing such training, she urged holding similar courses at the East Africa School of Aviation at Kenyatta Airport. She also recommended bringing in students from East African Community (EAC) members Tanzania and Uganda to build a shared vision across the region, conjecturing that training 30% of the management cadre across the EAC would create the critical mass needed to change the management culture.

6. KAA Management Director Gachochu agreed on the need for localized training, stressing the security managers' need for broader management training, especially to improve customer service skills. Training top managers would incline them to encourage middle management to use the management techniques. She underscored the need for the trainees to develop means to demonstrate to their senior management the training's benefit to the organization, especially the saving of resources.

7. DHS's Jones suggested the FAA could provide the course materials and perhaps send one trainer to assist and train local instructors for the first session. He invited KCAA to submit a proposal, and suggested that future FAA courses could also be tailored to include a train the trainer component.

18. Nyamu, who took the ILS Light Inspection course, praised the class and said he would implement it for the upcoming inspection. KAA repeated that localized training was needed for six more inspectors to cover the three airports with ILS. However, they were unsure whether the East Africa Aviation School had the ILS equipment needed for training.

19. Everyone agreed to hold another session in early 2006 to discuss their progress in implementing the course materials and improving management in their agencies.

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